DOCUMENT RESUME

ED 480 775 JC 030 471

AUTHOR	Meuschke, Daylene M.; Gribbons, Barry C.
TITLE	Occupational Programs Student Survey--Fall 2000 to Spring 2003. Report.
INSTITUTION	College of the Canyons, Santa Clarita, CA. Office of Institutional Development.
REPORT NO	R-134
PUB DATE	2003-06-00
NOTE	61p.; For the 2002 report, see ED 474 848.
PUB TYPE	Reports - Research (143) -- Tests/Questionnaires (160)
EDRS PRICE	EDRS Price MF01/PC03 Plus Postage.
DESCRIPTORS	Adult Vocational Education; Community Colleges; Curriculum; *Job Training; Outcomes of Education; *Participant Satisfaction; School Demography; Student Evaluation; *Two Year College Students; Two Year Colleges; *Vocational Education
IDENTIFIERS	*College of the Canyons CA

ABSTRACT

California's community colleges are the state's largest workforce preparation provider to technically skilled positions in well-established occupations such as nursing, computer and data processing, and administration of justice. Each semester, the Institutional Development and Technology (IDT) office, in cooperation with the Dean of Occupational Programs, surveys all students in courses identified as occupational. This document offers survey results for the College of the Canyons. Of the 327 class sections surveyed for the spring 2003 semester, completed questionnaires were received from 272 sections, for a response rate of 83%. Student satisfaction with courses offerings was 69%, with student support and assistance 59%, with class availability 49%, and with facilities 73%. Satisfaction with availability of classes has consistently decreased over the fall terms, while satisfaction with facilities has been stable. The two most frequently used programs or services were financial aid and tutoring. The top five major programs were: (1) Business Management; (2) Child Development; (3) Nursing; (4) Administration of Justice; and (5) Fire Science. Eighteen percent of the 3,333 respondents met the poverty threshold for the Spring 2003 semester. The most popular class times were between 8am and noon and after 5pm for both fall and spring semesters. Research instrument appended. (Contains 5 figures and 12 tables.) (NB)

Reproductions supplied by EDRS are the best that can be made
from the original document.

ED 480 775

COLLEGE OF THE CANYONS

Santa Clarita Community College District
26455 Rockwell Canyon, Santa Clarita, CA 91355

Institutional Development and Technology

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

P. Dixon

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

1

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☑ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

Occupational Programs Student Survey – Fall 2000 to Spring 2003

Report # 134

Daylene M. Meuschke, M.A.
Barry C. Gribbons, Ph.D.

June 2003

EC030471

COLLEGE OF THE CANYONS

BEST COPY AVAILABLE

Occupational Programs Student Survey
Fall 2000 to Spring 2003

Executive Summary

Vocational education is a prodigious enterprise in the United States with thousands of comprehensive high schools, vocational and technical high schools, area vocational centers, and community colleges offering vocational education programs (OVAE, 2003). According to OVAE (2003), nearly every high school student takes at least one vocational education course and one in four students takes three or more courses in a single program area. Finally, one-third of college students are involved in vocational programs, and as many as 40 million adults engage in short-term postsecondary occupational training. California's community colleges are the state's largest workforce preparation provider to *technically skilled positions in well-established occupations*, such as nursing, administration of justice, fire science, medical assistance, computer and data processing and hospitality management (2000-2004 California State Plan for Vocational and Technical Education). In addition, California's community colleges are the leading provider of *technically skilled positions in the new economy* in areas such as multimedia, biotechnology and digital systems.

Each semester the Institutional Development and Technology (IDT) office, in cooperation with the Dean of Occupational Programs, surveys all students enrolled in courses identified as occupational. This information has three primary purposes. First, the survey results are used in determining funding through the Vocational and Technical Education Act (VTEA). Second, beginning in Fall 2000, IDT expanded the survey to include students' educational goals, major, preferred class times, and satisfaction with College of the Canyons' programs for the purpose of informing program improvement efforts. Third, the information gathered by this survey is used in many of the reports required by the California Community College Chancellor's Office, as well as other state and federal agencies.

This report is the first Occupational Survey report to present multi-year data from the Occupational Surveys distributed each semester between Fall 2000 and Spring 2003. Fall 2001 was the first semester that IDT included household income, number of individuals in the household, number of children under 18 years of age and computed the poverty threshold. This was the fifth semester that the Dean of Occupational Programs and IDT included major, satisfaction and preferred time of classes in the survey. The Fall 2002 semester was the first time that IDT included questions which asked students to indicate if they have previously cared for their home and families without pay and are now self-supporting and if they are single pregnant women. The Spring 2003 semester was the first time satisfaction ratings and popular class times were aggregated by department. This analysis was implemented to assist instructors with program planning and reporting requirements. These additions will be highly useful to Occupational Programs.

Of the **327** class sections surveyed for the Spring 2003 semester, completed questionnaires were received from **272** sections, which resulted in a response rate of **83** percent.

Overall, student satisfaction was high for the Spring 2003 semester. Students rated their satisfaction with services provided by the following areas as "satisfied" or "very satisfied":

- Facilities (73%)
- Course Offerings (69%)
- Instructional Equipment (67%)
- Student Support and Assistance (59%)
- Class Availability (49%)

Facilities have consistently received the highest and most stable satisfaction rating from Fall 2000, Fall 2001 and Fall 2002 (73%, 73% and 72%, respectively). On the other hand, satisfaction with the availability of classes has consistently decreased over the Fall terms. Consistent with the Fall terms shown in Figure 1, facilities continues

TC03047 1

to receive the highest and most stable satisfaction rating for Spring 2001, Spring 2002 and Spring 2003. Class availability, course offerings and student support and assistance show the greatest decrease in satisfaction of services from Spring 2001 to Spring 2003.

The ***five most frequently used programs or services*** for Spring 2003, as indicated by the number in parentheses which students receive services from were:

- Financial Aid (447)
- Tutoring (234)
- DSPS (113)
- EOPS (101)
- MediCal/Medicaid (80)

The top five major programs of study from Fall 2000 to Spring 2003 are shown below in Table 1. Child Development, Nursing and Administration of Justice have consistently been one of the top five major programs of study for each term (Fall 2000 – Spring 2003). The number of respondents indicating their major program of study is shown in parentheses for each respective major program of study shown in Table 1.

Table 1. Top Five Major Programs of Study: Fall 2000 - Spring 2003

Rank	Fall 2000	Spring 2001	Fall 2001	Spring 2002	Fall 2002	Spring 2003
1	Child Development (178)	Child Development (150)	Child Development (190)	Business Mgmt (277)	Business Mgmt (308)	Business Mgmt (293)
2	Nursing (145)	Nursing (117)	Nursing (135)	Child Development (178)	Child Development (239)	Child Development (242)
3	Admin of Justice (128)	Information Tech (91)	Fire Science (116)	Nursing (172)	Nursing (224)	Nursing (206)
4	Information Tech (107)	Admin of Justice (79)	Admin of Justice (111)	Computer Info. Tech (129)	Fire Science (140)	Admin of Justice (159)
5	Computer Electronics (84)	Computer Networking (78)	Information Tech (107)	Admin of Justice (128)	Admin of Justice (121)	Fire Science (157)

The majority of respondents who indicated a major other than the response alternatives on the Spring 2003 survey, indicated "none", "N/A" or "undecided" (122 respondents). The total number of respondents indicating a major other than those listed on the survey was 661. The next five most frequently cited majors included Liberal Studies (61), Engineering (48), Psychology (40), Music (26) and General Education (25).

Popular class times indicated by students continue to be between 8 AM and noon (50%), classes beginning after 5 PM (45%), between noon and 5 PM (30%), on-line (21%), short-term (11%), weekends (10%), and classes beginning before 8 AM (7%) (Spring 2003). The results support the scheduling strategy of the college. The three most preferred class times from Fall 2000 to Spring 2003 were morning classes between 8 AM and noon, classes after 5 PM and classes between noon and 5 PM.

The class time showing the biggest increase was course offered *online*. The percentage of respondents indicating a preference for online courses for Spring 2003 was 21 percent. .

Using the U.S. Census Poverty Thresholds (2001), **18 percent** of the 3,333 respondents met the ***poverty threshold*** for the Spring 2003 semester. Comparing the Fall terms and Spring terms, the percentage meeting the U.S. Census Poverty Thresholds increased from Fall 2001 to Fall 2002 (16 and 19 percent, respectively) and Spring 2002 to Spring 2003 (17 and 18 percent, respectively).

Since these findings may not generalizable to the entire student population, the college may consider performing such a query of all currently enrolled students each semester.

Table of Contents

Introduction 4
Methods 4
Major Findings 7
Discussion and Conclusions 17
Appendix A: Survey Instrument ..... A-I
Appendix B: Response Frequencies
Summary Counts of Responses ..... B-II
Summary Percentages of Responses ..... B-IV
Summary of Counts and Percentages ..... B-VI
Appendix C: Open-Ended Responses ..... C-I

Index of Figures and Tables

Figures

Figure 1. Overall Student Satisfaction – Fall Terms 9
Figure 2. Overall Student Satisfaction – Spring Terms 9
Figure 3. Popular Class Times – Fall Terms 10
Figure 4. Popular Class Times – Spring Terms 10
Figure 5. Employment Categories in the Santa Clarita Valley 16

Tables

Table 1. Occupational Programs Student Survey: Fall 2000 – Spring 2003 Survey Distribution Data 5
Table 2. Major Program of Study 7
Table 3. Top Five Major Programs of Study: Fall 2000 – Spring 2003 8
Table 4. Popular Class Times by Department - Spring 2003 11
Table 5. Programs and Services Received: Fall 2000 – Spring 2003 12
Table 6. Percent of Respondents Meeting the U.S. Census Poverty Thresholds 13
Table 7. Household Income 13
Table 8. Number of Individuals in Household 14
Table 9. Number of Individuals in Household Under 18 Years of Age 14
Table 10. Number of Individuals Who Have Previously Cared for Their Home and Family Without Pay and Are Now Supporting Themselves 15
Table 11. Number of Individuals Who Are Single Pregnant Women 15
Table 12. Santa Clarita Valley Employment by Sector – First Quarter 2002 16

Acknowledgements

This project was made possible through the efforts of many dedicated people at College of the Canyons! Special thanks goes to:

- Valerie Stead, a COC college assistant, for assisting with survey distribution and scanning,
- Maria Rodriguez, a COC college assistant, for assisting with survey distribution and scanning, and

Barry Gribbons and Daylene M. Meuschke

Introduction

The first vocational education legislation was passed in 1917 (D'Amico, 2002). The Smith-Hughes Act "...isolated vocational education from other parts of the high school curriculum and acted as a workforce-training program" (p.1). Times have changed and now the Bush administration is projecting a comprehensive vision for American education, "...one in which vocational education must be more fully integrated into, rather than divorced from, an ambitious agenda for educational improvement" (p.1). Vocational education is a prodigious enterprise in the United States with thousands of comprehensive high schools, vocational and technical high schools, area vocational centers, and community colleges offering vocational education programs (OVAE, 2003). According to OVAE (2003), nearly every high school student takes at least one vocational education course and one in four students takes three or ore courses in a single program area. Finally, one-third of college students are involved in vocational programs, and as many as 40 million adults engage in short-term postsecondary occupational training. California's community colleges are the state's largest workforce preparation provider to *technically skilled positions in well-established occupations*, such as nursing, administration of justice, fire science, medical assistance, computer and data processing and hospitality management (2000-2004 California State Plan for Vocational and Technical Education). In addition, California's community colleges are the leading provider of *technically skilled positions in the new economy* in areas such as multimedia, biotechnology and digital systems.

Each semester the Institutional Development and Technology (IDT) office, in cooperation with the Dean of Occupational Programs, surveys all students enrolled in courses identified as occupational. This information has three primary purposes. First, the survey results are used in determining funding through the Vocational and Technical Education Act (VTEA). Second, beginning in Fall 2000, IDT expanded the survey to include students' educational goals, major, preferred class times, and satisfaction with College of the Canyons' programs for the purpose of informing program improvement efforts. Third, the information gathered by this survey is used in many of the reports required by the California Community College Chancellor's Office, as well as other state and federal agencies.

Methods

A list was compiled of all COC classes with a Student Accountability Model (SAM) Priority Code of A, B, C, or D, which includes all occupational courses for Spring 2003. The questionnaire contained both open- and closed-ended questions, and allowed participants to respond freely to the various questions asked. Fall 2001 was the first semester that IDT included household income, number of individuals in the household, number of children under 18 years of age and computed the poverty threshold. This was the fifth semester that the Dean of Occupational Programs and IDT included major, satisfaction and preferred time of classes in the survey. Two new items were added in Fall 2002 to further assess students' economic needs. The additional questions were ***Have you previously cared for your home and family without pay and are now supporting yourself*** and ***Are you a single pregnant woman.*** Response alternatives for the additional items were "Yes" or

"No". In Fall 2002, question 3 which asks individuals to indicate the services they receive was modified to include five (5) new services (Food Stamps, HUD Section 8 Housing Assistance, Medical / Medicaid, TANF – Temporary Assistance for Needy Families and Other Economic Public Assistance) was also added. The Spring 2003 semester was the first time satisfaction ratings and popular class times were aggregated by department. This analysis was implemented to assist instructors with program planning and reporting requirements. These additions will be highly useful to Occupational Programs. Starting in the Fall 2002 semester, the question assessing students' educational goals was omitted from the Occupational Program Student Survey. This question was collected by other means (e.g., registration).

To further assist instructors with program planning and reporting requirements, several questions were aggregated by department for the Spring 2003 analysis. These questions included: ***Question 9*** (preferred time to attend classes), ***Question 10*** (major program of study) and ***Question 11*** (satisfaction with course offerings, student support & assistance, class availability, instructional equipment and facilities). Since the survey instrument did not provide a space for identifying the section in which students were surveyed, this identification was made upon receipt of the completed surveys in the Office of Institutional Development & Technology. All completed surveys were returned in an envelope, which identified the section in which the respective surveys were administered. Once all surveys were scanned using Remark and pulled into SPSS, they were then merged with the survey distribution list matching by section number and then separating off the department. Aggregating by department helps ensure that analyses do not identify specific instructors or sections.

Basic survey distribution data is shown below in Table 1. As would be expected, the number of sections being surveyed has increased, which is reflective of the College's enrollment increase. While there was a decrease in the number of sections surveyed for the Spring 2003 term compared to the Fall 2002 term, the rate of return by section increased from 77 ***percent*** in Fall 2002 to **83** ***percent*** in Spring 2003. Starting with the Fall 2002 term, the Office of Institutional Development & Technology began providing the response rate by students (unduplicated). There was a slight decrease in the percentage of students returning completed surveys from the Fall 2002 to Spring 2003 term; however the number of students returning completed surveys has increased by ***66 percent*** since Fall 2000.

Table 1. Occupational Programs Student Survey: Fall 2000 – Spring 2003 Survey Distribution Data

	Fall 2000	Spring 2001	Fall 2001	Spring 2002	Fall 2002*	Spring 2003*
Number of Sections Surveyed	295	307	362	381	355	327
Number of Sections Returned	196	207	257	282	273	272
Return Rate by Section	66%	68%	71%	74%	77%	83%
Duplicated Students Surveyed	5329	5500	7067	6919	7768	7164
Unduplicated Students Surveyed	N/A	N/A	N/A	N/A	5081	5964
Unduplicated Surveys Returned	2010	1968	2392	2975	3060	3333
Response rate - Students	N/A	N/A	N/A	N/A	60%	56%

Completed questionnaires were coded and tabulated using Remark, SPSS and Excel. Refer to Appendix A for a copy of the questionnaire and Appendix B for a listing of the summary counts and percentages of response frequencies.

Major Findings

Major Program of Study: Multi-Year Comparison Fall 2000 to Spring 2003

In all surveys administered between Fall 2000 and Spring 2003, students were asked to choose their major program of study. Table 2 illustrates the number of students indicating their major of program for each program of study each term.

Table 2. Major Program of Study

Program of Study	Fall 2000 Count	Spring 2001 Count	Fall 2001 Count	Spring 2002 Count	Fall 2002 Count	Spring 2003 Count
Administration of Justice	128	79	111	128	121	159
Administrative Asst/Secretary	N/A*	N/A*	N/A*	15	16	11
Animation	14	9	27	46	55	57
Architecture	34	15	30	22	45	40
Athletic Training	N/A*	13	7	17	24	27
Biotechnology	25	14	18	25	30	22
Bookkeeping/Accounting	N/A*	N/A*	N/A*	77	84	61
Business Management	N/A*	N/A*	N/A*	277	308	293
Child Development	178	150	190	178	239	242
Computer Electronics	84	53	30	41	21	17
Computer Info. Technology	107	91	107	129	97	94
Computer Networking	69	78	97	95	77	97
Computer Science	N/A*	N/A*	N/A*	99	60	94
DAT	40	N/A*	N/A*	N/A*	N/A*	N/A*
Drafting Technology	N/A*	N/A*	N/A*	23	22	13
EMT	32	29	59	59	65	34
Environmental Control	29	37	37	36	17	N/A*
Fire Science	81	56	116	102	140	157
Graphic Design	49	49	46	53	59	42
Hotel-Restaurant Mgmt.	32	24	28	19	33	31
Interior Design	31	38	70	70	103	89
Journalism	33	21	25	38	35	31
Library Media Technology	31	6	20	19	22	25
Manufacturing Technology	23	39	50	27	26	31
Marketing / Sales	N/A*	N/A*	N/A*	22	29	22
Medical Assistant	N/A*	11	10	16	16	17
Multimedia	34	17	29	23	33	27
Nursing	145	117	135	172	224	206
Photography	50	43	71	51	73	64
Quality Technology	24	13	9	16	11	3
Real Estate	19	22	26	39	58	81

Table 2. Major Program of Study, continued

Program of Study	Fall 2000 Count	Spring 2001 Count	Fall 2001 Count	Spring 2002 Count	Fall 2002 Count	Spring 2003 Count
RTVF	66	68	95	106	74	121
Technical English	N/A*	8	9	N/A*	N/A*	N/A*
Water Systems Tech.	N/A*	N/A*	N/A*	N/A*	N/A*	33
Welding	28	28	35	32	56	79
Other Stated Responses	N/A*	626	681	587	625	687
Total Respondents	1,386	1,968	2,169	2,665	2,906	3,007

*Listed below are the changes and / or additions of majors shown in Table 2:

- *Administrative Assistant / Secretary*: Major was not identified in Fall 2000, Spring 2001 and Fall 2001.
- *Bookkeeping / Accounting*: Major was not identified in Fall 2000, Spring 2001 and Fall 2001.
- *Business Management*: Major was not identified in Fall 2000, Spring 2001 and Fall 2001.
- *Computer Science*: Major was not identified in Fall 2000, Spring 2001 and Fall 2001.
- *Drafting*: This major has undergone program and curriculum changes that have influenced the data collection for this major.
- *Marketing / Sales*: Major was not identified in Fall 2000, Spring 2001 and Fall 2001.
- *Medical Assistant*: Major not identified until Fall 2001 due to pending approval, which was granted in Spring 2001.
- *Technical English*: Major not identified in Fall 2000, Spring 2002, Fall 2002 and Spring 2003.
- *Environmental Control and Water Systems Technology*: Major changed to Water Systems Technology in Spring 2003.

The top five major programs of study from Fall 2000 to Spring 2003 are shown below in Table 3. Child Development, Nursing and Administration of Justice have consistently been one of the top five major programs of study for each term (Fall 2000 – Spring 2003). The number of respondents indicating their major program of study is shown in parentheses for each respective major program of study shown in Table 3.

Table 3. Top Five Major Programs of Study: Fall 2000 - Spring 2003

Rank	Fall 2000	Spring 2001	Fall 2001	Spring 2002	Fall 2002	Spring 2003
1	Child Development (178)	Child Development (150)	Child Development (190)	Business Mgmt (277)	Business Mgmt (308)	Business Mgmt (293)
2	Nursing (145)	Nursing (117)	Nursing (135)	Child Development (178)	Child Development (239)	Child Development (242)
3	Admin of Justice (128)	Information Tech (91)	Fire Science (116)	Nursing (172)	Nursing (224)	Nursing (206)
4	Information Tech (107)	Admin of Justice (79)	Admin of Justice (111)	Computer Info. Tech (129)	Fire Science (140)	Admin of Justice (159)
5	Computer Electronics (84)	Computer Networking (78)	Information Tech (107)	Admin of Justice (128)	Admin of Justice (121)	Fire Science (157)

Eighteen percent of the respondents who indicated a major other than those listed in Table 2 for Spring 2003, indicated "none", "N/A" or "undecided" (122 respondents). The total number of respondents indicating a major other than those listed in Table 2 was 661. The next five most frequently cited majors included Liberal Studies (61), Engineering (48), Psychology (40), Music (26) and General Education (25). Please see Appendix C for detailed responses.

11 BEST COPY AVAILABLE

Student Satisfaction

Respondents were asked to rate their satisfaction with various aspects of College of the Canyons. Figure 1 compares the percent of students who responded with "satisfied" or "very satisfied" for Fall 2000, Fall 2001 and Fall 2002. Facilities have consistently received the highest and most stable satisfaction rating from Fall 2000, Fall 2001 and Fall 2002 (73%, 73% and 72%, respectively). On the other hand, satisfaction with the availability of classes has consistently decreased over the Fall terms.

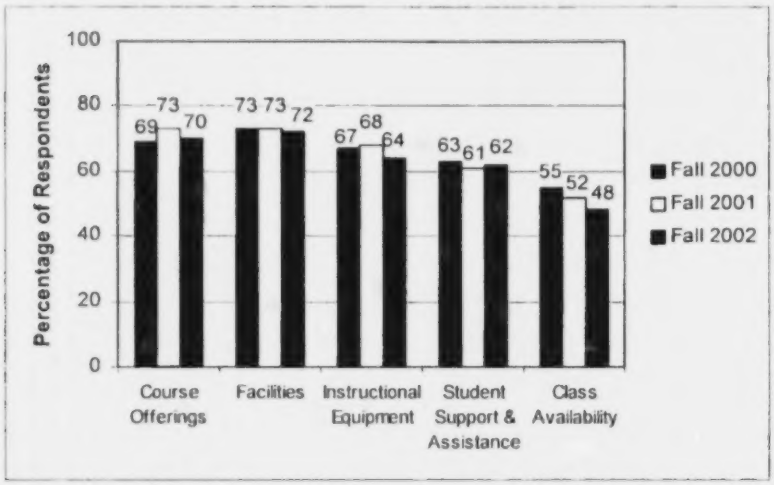


Figure 1. Overall Student Satisfaction – Fall Terms

Figure 2 compares the percent of students who responded with "satisfied" or "very satisfied" for Spring 2001, Spring 2002 and Spring 2003. Consistent with the Fall terms shown in Figure 1, facilities continues to receive the highest and most stable satisfaction rating for Spring 2001, Spring 2002 and Spring 2003. Class availability, course offerings and student support and assistance show the greatest decrease in satisfaction of services from Spring 2001 to Spring 2003. Please see Appendix C for open-ended comments and their respective ratings.

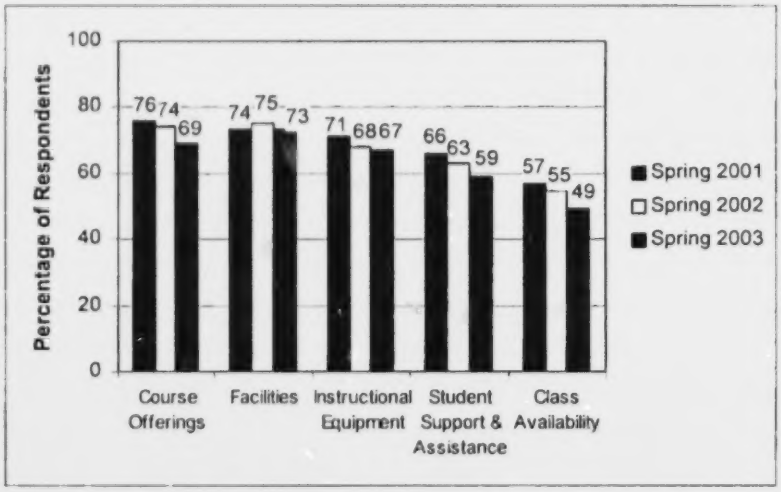


Figure 2. Overall Student Satisfaction – Spring Terms

The total number of respondents indicating their satisfaction of a service other than those listed in Figure 2 for Spring 2003 was 283. Twenty-two percent of respondents indicated that they were satisfied or very satisfied with instructors and staff at COC. Respondents expressed dissatisfaction with areas including parking (12%) and the book store (book prices, availability of books and book hours – 6 %). For more details on open-ended comments, please see Appendix C.

Satisfaction with Services by Department

To assist instructors with program planning, question 11, which asked respondents to rate their satisfaction with ***course offerings, student support & assistance, class availability, instructional equipment and facilities***, was aggregated by department. The departments shown in Tables 1-5 in

Appendix B correspond with the section in which the respondents were surveyed during the Spring 2003 semester. The Spring 2003 semester was the first time this analysis was performed. Please see Appendix B-Page VI for frequencies and percentages by department.

Popular Class Times

Figures 3 and 4 compare the popular class times indicated by respondents for the Fall and Spring terms, respectively. As shown in both Figures 3 and 4, the three most popular class times from Fall 2000 – Fall 2002 and Spring 2001 – Spring 2003 were morning classes after 8 AM and classes after 5 PM, followed by classes between noon and 5 PM. The class time showing the biggest increase was online. As shown in Figure 4, the percentage of students indicating a preference for online classes increased from 11 percent in Spring 2001 to 21 percent in Spring 2003.

Figure 3. Popular Class Times – Fall Terms

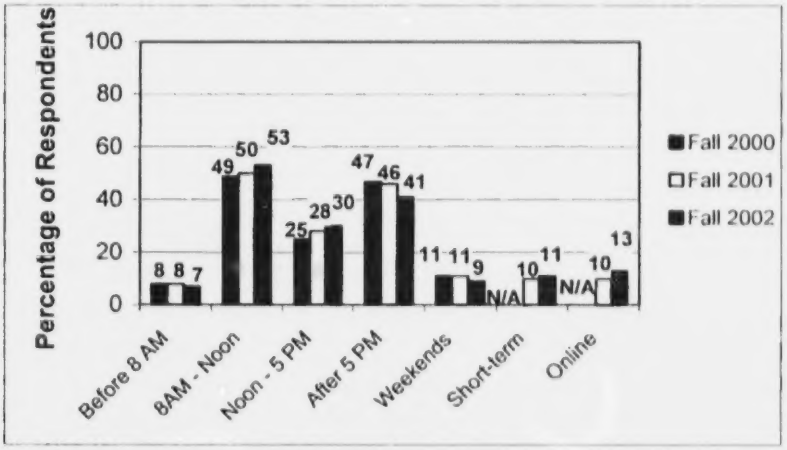
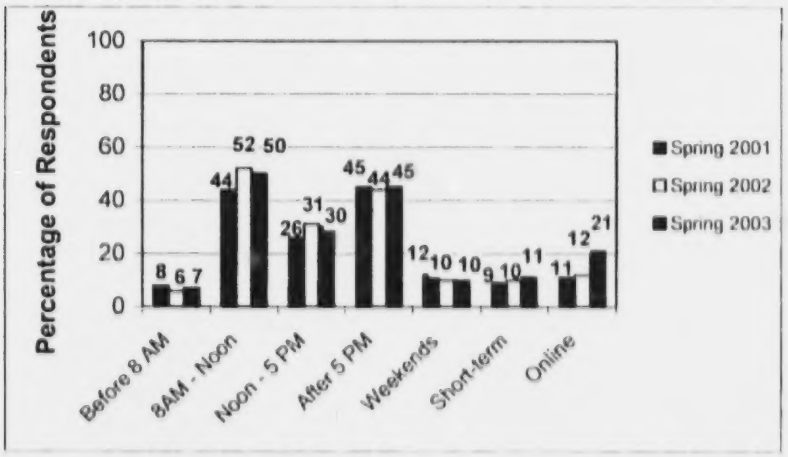


Figure 4. Popular Class Times – Spring Terms



Note: Percentages total more than 100% because respondents could choose multiple times.

Table 4 shows the popular class times indicated by respondents by department for the Spring 2003 survey. The Spring 2003 semester was the first time this analysis was performed by department.

Table 4. Popular Class Times by Department – Spring 2003

	Early Morning (Before 8 AM) %	*Mornings (8 AM-noon)* %	*Afternoons (noon-5 PM)* %	*Evenings (after 5 PM)* %	*Weekends* %	*Accelerated / Short Term* %	*Online* %
Admin of Justice	9	65	27	28	4	9	16
Animation	1	51	57	29	6	6	32
Art	0	78	44	22	0	0	33
Biological Sciences	7	47	53	20	7	7	20
Business	11	60	26	39	6	13	26
Cinema	13	50	30	33	9	9	12
Computer Info Tech	6	46	29	48	13	10	24
Computer Electronics	12	36	53	39	7	12	20
Computer Networking	4	38	31	51	27	15	30
Computer Science	8	65	40	42	8	15	27
DAT	5	38	40	44	21	8	19
Early Childhood Education	5	46	25	49	8	10	11
English	13	71	38	29	8	17	25
Engineering	9	56	47	47	9	16	28
Fire Tech	4	64	28	45	5	7	17
Health Sciences	9	46	19	49	15	11	22
Hotel Restaurant Mgmt	6	64	23	34	4	6	21
Interior Design	8	46	29	55	14	11	21
Journalism	10	64	40	17	7	7	13
Library Media Tech	9	13	9	96	9	9	26
Manufacturing	9	15	28	77	6	6	23
Music	14	57	57	7	0	7	7
Nursing	14	79	30	18	7	12	13
Photo	3	56	39	38	4	6	18
Physical Ed	4	93	18	4	0	7	11
Real Estate	4	16	9	58	9	14	23
Radio Television Film	7	54	34	44	3	6	23
Sign Language	7	40	40	54	9	18	30
Water Systems	0	5	3	100	5	8	20
Welding	8	33	12	69	15	4	15

BEST COPY AVAILABLE

Programs and Services Received

In order to continue receiving VTEA funding, students were asked whether they received assistance from various programs and services. Table 5 shows the count of respondents who answered "yes." Students were allowed to mark more than one program or service.

Table 5. Programs and Services Received: Fall 2000 - Spring 2003

Program or Service	Duplicated Count Fall 00	Duplicated Count Spring 01	Duplicated Count Fall 01	Duplicated Count Spring 02	Duplicated Count Fall 02	Duplicated Count Spring 03
CalWorks	23	45	31	40	26	30
DSPS	54	66	79	85	81	113
EOPS	49	74	83	84	115	101
Foster Care	2	8	5	14	7	3
MESA	22	40	40	53	32	43
New Horizons	13	12	13	22	9	11
Financial Aid	224	176	227	336	405	447
General Assistance	7	45	25	29	8	5
Supplemental Security Income	14	26	29	23	20	27
Foster Child	4	26	N/A	N/A	N/A	N/A
Single Parent	37	73	N/A	N/A	N/A	N/A
Tutoring	N/A	247	182	278	169	234
ESL	N/A	56	45	55	37	29
Displaced Homemaker	N/A	103	N/A	N/A	N/A	N/A
Any type of public assistance*	N/A	N/A	387	487	492	577
AFDC	N/A	N/A	24	28	12	24
Other Economic Public Assistance	N/A	N/A	N/A	N/A	45	43
Food Stamps	N/A	N/A	N/A	N/A	31	35
HUD Section 8 Housing Assistance	N/A	N/A	N/A	N/A	5	6
TANF	N/A	N/A	N/A	N/A	2	6
Medical / Medicaid	N/A	N/A	N/A	N/A	N/A	80
Total	**449**	**997**	**1170**	**1534**	**1496**	**1200**

*Respondents were asked to indicate if they receive any type of public assistance including, but not limited to the financial aid, assistance and benefits listed above.

Note: N/A shown in Table 5 indicates that the item was not asked on the respective term's survey.

Other Financial Data for VTEA Funding

In order to continue receiving VTEA funding, students were asked to indicate the number of individuals in their household, the number of children under 18 years of age and total household income for the previous year. Tables 7, 8, and 9 show the counts for household income, individuals in the household and number of children under 18 years of age. Using this data, the percentage of individuals who met the ***poverty threshold*** was **18 percent** for the Spring 2003 semester (US Census Poverty Thresholds, 2001). Comparing the Fall terms and Spring terms, the percentage meeting the U.S. Census Poverty Thresholds increased from Fall 2001 to Fall 2002 and Spring 2002 to Spring 2003 (see Table 6).

Table 6. Percent of Respondents Meeting the U.S. Census Poverty Thresholds

	Percent Meeting U.S. Census Poverty Thresholds	U.S. Census Poverty Threshold Year
Fall 2000	N/A	N/A
Spring 2001	N/A	N/A
Fall 2001	16%	2000
Spring 2002	17%	2000
Fall 2002	19%	2000
Spring 2003	18%	2001

Note: "N/A" shown in Table 6 indicates that the item was not asked on the respective term's survey.

Table 7. Household Income

	Fall 2001 Count	Spring 2002 Count	Fall 2002 Count	Spring 2003 Count
Less than $ 8,794 (*Less than $9,039)	189	258	310	312
$8,795 to $11,239 (*$9,040 to $11,569)	110	125	139	145
$11,240 to $13,739 (*$11,570 to $14,128)	74	97	115	121
$13,740 to $17,604 (*$14,129 to $18,104)	87	152	112	142
$17,605 to $20,819 (*$18,105 to $21,405)	77	97	104	139
$20,820 to $23,529 (*$21,406 to $24,195)	106	106	121	130
$23,530 to $26,754 (*$24,196 to $27,517)	81	87	94	121
$26,755 to $29,699 (*$27,518 to $30,627)	66	78	91	121
$29,700 to $38,322 (*$30,628 to $36,286)	160	205	177	159
$38,323 and above (*$36,287 and above)	1215	1494	1478	1656
Total respondents	2,165	2,699	2,741	3,046

Note: Income: Not asked in Fall 2000 or Spring 2001

Table 8. Number of Individuals in Household

Individuals in Household*	Fall 2001 Count	Spring 2002 Count	Fall 2002 Count	Spring 2003 Count
1	229	325	268	331
2	405	513	451	519
3	545	629	660	709
4	645	789	874	926
5	355	449	445	501
6	130	149	202	179
7	31	39	52	54
8	14	19	20	27
9 or more	11	24	23	17
Total respondents	2,365	2,936	2,996	3,263

Table 9. Number of Individuals in Household Under 18 Years of Age

Under 18 Years of Age*	Fall 2001 Count	Spring 2002 Count	Fall 2002 Count	Spring 2003 Count
1	666	782	832	973
2	383	457	502	507
3	137	153	141	191
4	40	46	49	60
5	10	16	12	17
6	5	3	4	1
7	0	0	1	3
8	0	1	1	2
9 or more	5	8	6	4
Total respondents	1,252	1,466	1,549	1,758

Note: US Census Poverty Thresholds, 2000 were used for the Fall 2001, Spring 2002 and Fall 2002 surveys. The 2000 US Poverty Thresholds for 2001 were not revised until September 24, 2002, which occurred after the deadline for the Occupational Program Survey distribution for the Fall 2002 term (See Table 6).

Note: Figures used to compute percentage meeting the Poverty Threshold according to the US Census Poverty Thresholds, 2001. The US Census Poverty Thresholds for 2002 were revised on February 26, 2003, which occurred after the deadline for the Occupational Program Survey distribution for the Spring 2003 term (See Table 6).

BEST COPY AVAILABLE

Table 10. Number of Individuals Who Have Previously Cared for Their Home and Family Without Pay and Are Now Supporting Themselves

Individuals Now Supporting Themselves*	Fall 2002 Count	Spring 2003 Count
Yes	**494**	**595**
No	**2400**	**2602**
Total respondents	2,894	3,197

Table 11. Number of Individuals Who Are Single Pregnant Women

Individuals Who Are Single Pregnant Women*	Fall 2002 Count	Spring 2003 Count
Yes	**25**	**19**
No	**2860**	**3212**
Total respondents	2,885	3,231

Note: Items shown in Tables 10 and 11 were added to the Occupational Program Survey starting with the Fall 2002 survey.

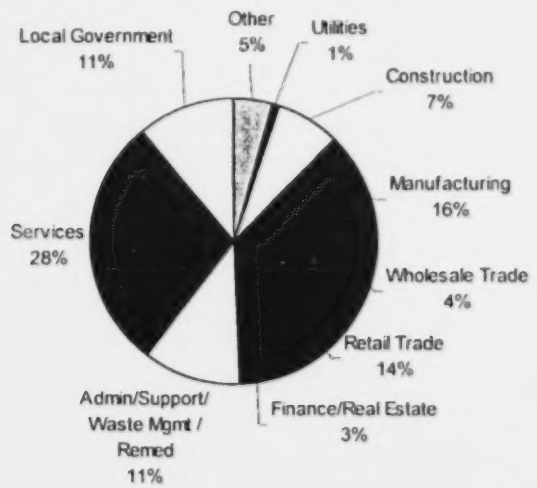
Employment Data for the Santa Clarita Valley

According to the Real Estate & Economic Outlook-Santa Clarita (2003), the Santa Clarita Valley (SCV) economy created more than 3,000 jobs in 2003. Next to the services sector, manufacturing in the SCV is the largest employment sector, contributing 15.3 percent of all wage and salary jobs in the labor market. In Santa Clarita, the average salary for manufacturing rose 2.2 percent in 2002 to $43,100. The highest paying industry in the SCV is the Public Utilities Sector, with salaries now averaging $69,722. The forecast for the SCV is to add between 3,000 and 3,500 jobs to the workforce in 2003 and 4,000 jobs in 2004. Table 4 shows the SCV employment by sector (First Quarter 2002), including average salaries and the number of jobs and Figure 1 illustrates employment by categories in the SCV.

Employment Sector	Total Jobs	Average Salary
Agriculture, Forestry, Fishing & Hunting	46	$19,491
Mining	53	$35,485
Utilities	512	$69,722
Construction	4723	$35,560
Manufacturing	10126	$43,066
Wholesale Trade	2599	$45,536
Retail Trade	8841	$24,275
Transportation & Warehousing	851	$29,099
Information	1074	$41,985
Finance & Insurance	1239	$43,994
Real Estate & Rental & Leasing	1030	$31,225
Prof, Scientific & Technical Skills	2552	$37,320
Mgmt of Companies & Enterprises	898	$58,001
Admin/Support/Waste Mgmt/Remed	7211	$24,101
Educational Services	1344	$30,003
Health Care & Social Assistance	3822	$28,909
Arts, Entertainment & Recreations	2406	$17,114
Accommodation & Food Services	6470	$12,472
Other Services	2176	$22,343
State Government	54	$29,050
Local Government	7216	$35,455
Total for 2002 Quarter 1	65243	$31,361

Table 12. Santa Clarita Valley Employment by Sector – First Quarter 2002

Figure 5. Employment Categories in the Santa Clarita Valley



Source: Real Estate & Economic Outlook – Santa Clarita Valley 2003

BEST COPY AVAILABLE

Discussion and Conclusions

Overall, student satisfaction was high. Students rated their satisfaction with services provided by the following areas as "satisfied" or "very satisfied":

- Facilities (73%)
- Course Offerings (69%)
- Instructional Equipment (67%)
- Student Support and Assistance (59%)
- Class Availability (49%)

Facilities have consistently received the highest and most stable satisfaction over both the Fall and Spring terms. On the other hand, overall satisfaction with the availability of classes has consistently decreased over the Fall terms (Fall 2000 – 55%, Fall 2001 – 52% and Fall 2002 – 48%). Comparing the Spring terms (2001, 2002 and 2003), class availability, course offerings and student support & assistance show the greatest decrease in satisfaction of services from Spring 2001 to Spring 2003. Open-ended responses provided by respondents included satisfaction ratings for services such as the bookstore, parking and instructors / staff at COC. ***Twenty-two percent*** of respondents indicated that they were *satisfied* or *very satisfied* with instructors and staff at COC. Respondents expressed dissatisfaction with areas including parking (12%) and the bookstore (book prices, availability of books and book hours – 6 %). Tables 1-5 in Appendix C shows respondents' satisfaction ratings by department for the Spring 2003 semester.

Top five major programs of study

Child Development, ***Nursing*** and ***Administration of Justice*** have consistently been one of the top five major programs of study for each term (Fall 2000 – Spring 2003). For the current survey (Spring 2003), the top five major programs of study as indicated by the number of students in parentheses were:

- Business Management (293)
- Child Development (242)
- Nursing (206)
- Administration of Justice (159)
- Fire Science (157)

Of those students who indicated a major other than those listed on the survey, 122 respondents indicated "none", "N/A" or "undecided" (18%). The total number of respondents indicating a major other than these listed in Table 2 was 661. The next five most frequently cited majors included Liberal Studies (61), Engineering (48), Psychology (40), Music (26) and General Education (25).

Popular class times indicated by students continue to be between 8 AM and noon (50%), classes beginning after 5 PM (45%), between noon and 5 PM (30%), on-line (21%), short-term (11%), weekends (10%), and classes beginning before 8 AM (7%) (Spring 2003). The results support the scheduling strategy of the college. The three most preferred class times from Fall 2000 to Spring 2003 were morning classes between 8 AM and noon, classes after 5 PM and classes between noon and 5 PM.

The class time showing the biggest increase was *online*. The percentage of respondents indicating a preference for online courses for Spring 2003 was 21 percent. Across the nation, the participation in distance education courses rose significantly from 1994-95 to 1997-98 (Greene and Meek, 1998; Lewis

et al., 1999). The number of distance education courses offered rose from 25,730 in 1994-95 with about 760,000 students enrolled to 54,470 courses offered in 1997-98 with about 1.66 million enrollments. This represents an increase of 111 percent in the number of distance education courses offered and an increase of 118 percent in enrollments. College of the Canyons has also responded the changing needs and desired alternative delivery methods of students. In Fall 1997, College of the Canyons offered its first online course. By Fall 2002, the number of online courses increased to 43. Popular class times by department are illustrated in Table 5 of the report.

The ***five most frequently used programs or services*** for Spring 2003, as indicated by the number in parentheses which students receive services from were:

- Financial Aid (447)
- Tutoring (234)
- DSPS (113)
- EOPS (101)
- MediCal/Medicaid (80)

Using the U.S. Census Poverty Thresholds (2001), **18 percent** of the 3,333 respondents met the ***poverty threshold*** for the Spring 2003 semester.

Since these findings may not generalizable to the entire student population, the college may consider performing such a query of all currently enrolled students each semester.

Appendix A: Survey Instrument

10 February 2003

Dear Instructor:

We need your assistance in gathering essential information from your students through this survey.

At the *beginning* of your next class, please read the section below to the students to convey the importance of the survey and then distribute the surveys. Once returned, seal the completed surveys in the original envelope and return the envelope to the *Office of Institutional Development and Technology* A-building mailbox no later than Monday, 3 March 2003. (Completed surveys contain confidential student information, so it is necessary that the return envelopes be sealed. Utilizing the distribution envelope as a return envelope also insures the proper accounting of each returned section.)

Thank you for your help in administering this important evaluation tool. You did an outstanding job last semester and your efforts were reflected in the outstanding completion and return percentages. Let's keep it up!

Dear Students:
Each semester a survey is conducted of all students enrolled in Occupational Program courses. The survey is intended to fulfill two purposes:
1) To gather feedback on our occupational programs, and
2) To identify specific information about students upon which certain funding is based.
This information is necessary to help us improve our programs.

While participation in the survey is voluntary, the information you provide is extremely useful to program planning, and enables COC to receive all of the funding for which we are eligible. Any student who declines to complete the survey will not suffer a loss of benefits or services.

You are requested to provide identifying information by listing your 7-digit student ID number (include all zeros), or your social security number. As with the other questions on the survey, you are under no obligation to list this information; however, listing this information allows COC to obtain all eligible funds to support the vocational programs here. All personal information will be kept confidential.

Please be sure to use pencil or dark ink to fill in your answers. (Metallic or bright inks cannot be used.) When completed, return the survey to your instructor.

Thank you for participating in this very important survey.

Sincerely,

Gina LaMonica, Ed.D.
Dean, Occupational Education

BEST COPY AVAILABLE

College of the Canyons
Occupational Programs - Student Survey

Dear Student:

We need your assistance in gathering vital information that will be used to determine the amount of funding the college will receive for its vocational programs. Your response will be held in the strictest professional confidence. If you have any questions regarding this request, please do not hesitate to contact Dr. Gina LaMonica, Dean of occupational Programs at (661) 362-3479.

****Attention**** Fill out only ***ONE*** survey per semester.

Use dark ink or dark pencil to fill in answer bubbles.

1. List ***either*** your
   Student ID # _ _ _ _ _ _ _ _ OR Social Security #: _ _ _ -- _ _ -- _ _ _ _

2. Do you currently receive any type of public assistance including, but not limited to the financial aid, assistance and benefits listed below? Yes O O No

3. Mark all areas or services through which you currently receive assistance.

O AFDC	O Financial Aid (Pell, BOGG, etc)	O Medical / Medicaid	O Tutoring
O CalWORKs	O Food Stamps	O MESA	O Other Economic Public Assistance
O DSPS	O Foster Care	O New Horizons	
O ESL - English as a Second Language	O GA - General Assis	O SSI –Sup Sec Inc	
O EOPS	O HUD Section 8 Housing Assistance	O TANF – Temp Asst for Needy Families	

Base the answers to questions 4-8 on your own tax-related dependent status as described below:

If your parents claimed you as a dependent for income tax purposes ⟶ Then base your answers on your parents' household income

If you and no one other than yourself claimed you as a dependent for tax purposes ⟶ Then base your answers on your own household income

4. Have you previously cared for your home and family without pay and are now supporting yourself? Yes O O No

5. Are you a single pregnant woman? Yes O O No

6. Your total household income last year was:

O Less than $9,039	O $14,129 to $18,104	O $24,196 to $27,517
O $9,040 to $11,569	O $18,105 to $21,405	O $27,518 to $30,627
O $11,570 to $14,128	O $21,406 to $24,195	O $30,628 to $36,286
		O $36,287 and above

7. How many individuals are in your household?

O 1 O 2 O 3 O 4 O 5 O 6 O 7 O 8 O 9+

8. How many in the household are under 18 years of age?

O 1 O 2 O 3 O 4 O 5 O 6 O 7 O 8 O 9+

9. When do you prefer to attend classes? (Mark all that apply.)

O Early morning (Before 8 am) O Mornings (8 AM – Noon) O Afternoons (Noon – 5 PM) O Evenings (After 5 PM)

O Weekends O Accelerated/Short Term O Online

10. Please indicate your major program of study. (Mark only one.)

O Admin of Justice	O Child Development	O Graphic Design	O Multimedia
O Admin Asst Sec	O Comp Electronics	O Hotel-Restaurant Mgt	O Nursing
O Animation	O Computer Info Tech	O Interior Design	O Photography
O Architecture	O Comp Networking	O Journalism	O Quality Technology
O Athletic Training	O Computer Science	O Library Media Tech	O Real Estate
O Biotechnology	O Drafting Tech	O Manufacturing Tech	O RTVF
O Bookkeeping / Acct	O EMT	O Marketing & Sales	O Water Systems Tech
O Business Mgt	O Fire Science	O Medical Assistant	O Welding
			O Other _____

11. Please indicate how satisfied you are with services provided in each of the following areas?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Course Offerings	O	O	O	O	O
Student Support & Assistance	O	O	O	O	O
Class Availability	O	O	O	O	O
Instructional Equipment	O	O	O	O	O
Facilities	O	O	O	O	O
Other _____	O	O	O	O	O

Thank you for your participation in this important survey!

Appendix B: Response Frequencies – Summary of Counts

College of the Canyons
Occupational Programs - Student Survey

Dear Student:

We need your assistance in gathering vital information that will be used to determine the amount of funding the college will receive for its vocational programs. Your response will be held in the strictest professional confidence. If you have any questions regarding this request, please do not hesitate to contact Dr. Gina LaMonica, Dean of occupational Programs at (661) 362-3479.

****Attention**** Fill out only ***ONE*** survey per semester.

Use dark ink or dark pencil to fill in answer bubbles.

1. List ***either*** your
   Student ID # __ __ __ __ __ __ __ __ OR Social Security #: __ __ __ -- __ __ -- __ __ __ __

2. Do you currently receive any type of public assistance including, but not limited to the financial aid, assistance and benefits listed below? Yes **577** **2660** No

3. Mark all areas or services through which you currently receive assistance.

24	AFDC	**447**	Financial Aid (Pell, BOGG, etc)	**80**	Medical / Medicaid	**234**	Tutoring
30	CalWORKs	**35**	Food Stamps	**43**	MESA	**43**	Other Economic Public Assistance
113	DSPS	**3**	Foster Care	**11**	New Horizons		
29	ESL - English as a Second Language	**5**	GA - General Assistance	**27**	SSI –Sup Sec Inc		
101	EOPS	**6**	HUD Section 8 Housing Assistance	**6**	TANF – Temp Asst for Needy Families		

Base the answers to questions 4-8 on your own tax-related dependent status as described below:

If your parents claimed you as a dependent for income tax purposes → Then base your answers on your parents' household income

If you and no one other than yourself claimed you as a dependent for tax purposes → Then base your answers on your own household income

4. Have you previously cared for your home and family without pay and are now supporting yourself? Yes **595** **2602** No

5. Are you a single pregnant woman? Yes **19** **3212** No

6. Your total household income last year was:

312	Less than $9,039	**142**	$14,129 to $18,104	**121**	$24,196 to $27,517
145	$9,040 to $11,569	**139**	$18,105 to $21,405	**121**	$27,518 to $30,627
121	$11,570 to $14,128	**130**	$21,406 to $24,195	**159**	$30,628 to $36,286
				1656	$36,287 and above

7. How many individuals are in your household?

331	1	519	2	709	3	926	4	501	5	179	6	54	7	27	8	17	9+

8. How many in the household are under 18 years of age?

973	1	507	2	191	3	60	4	17	5	1	6	3	7	2	8	4	9+

9. When do you prefer to attend classes? (Mark all that apply.)

244	Early morning (Before 8 am)	1676	Mornings (8 AM – Noon)	995	Afternoons (Noon – 5 PM)	1485	Evenings (After 5 PM)
328	Weekends	358	Accelerated/Short Term	701	Online		

10. Please indicate your major program of study. (Mark only one.)

159	Admin of Justice	242	Child Development	42	Graphic Design	27	Multimedia
11	Admin Asst Sec	17	Comp Electronics	31	Hotel-Restaurant Mgt	206	Nursing
57	Animation	94	Computer Info Tech	89	Interior Design	64	Photography
40	Architecture	97	Comp Networking	31	Journalism	3	Quality Technology
27	Athletic Training	94	Computer Science	25	Library Media Tech	81	Real Estate
22	Biotechnology	13	Drafting Tech	31	Manufacturing Tech	121	RTVF
61	Bookkeeping / Acct	34	EMT	22	Marketing & Sales	33	Water Systems Tech
293	Business Mgt	157	Fire Science	17	Medical Assistant	79	Welding
						687	Other (See Appendix C)

11. Please indicate how satisfied you are with services provided in each of the following areas?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Course Offerings	111	260	622	1630	624
Student Support & Assistance	84	128	1098	1344	555
Class Availability	190	567	894	1192	397
Instructional Equipment	81	130	871	1536	605
Facilities	74	93	697	1684	682
Other (Analysis still being conducted)	133	57	88	103	142

Thank you for your participation in this important survey!

Appendix B: Response Frequencies – Summary of Percentages

College of the Canyons
Occupational Programs - Student Survey

Dear Student

We need your assistance in gathering vital information that will be used to determine the amount of funding the college will receive for its vocational programs. Your response will be held in the strictest professional confidence. If you have any questions regarding this request, please do not hesitate to contact Dr. Gina LaMonica, Dean of occupational Programs at (661) 362-3479.

****Attention**** Fill out only ***ONE*** survey per semester.

Use dark ink or dark pencil to fill in answer bubbles.

1. List ***either*** your
   Student ID # _ _ _ _ _ _ _ _ OR Social Security #: _ _ _ -- _ _ -- _ _ _ _

2. Do you currently receive any type of public assistance including, but not limited to the financial aid, assistance and benefits listed below? Yes **18%** **82%** No

3. Mark all areas or services through which you currently receive assistance

1%	AFDC	**13%**	Financial Aid (Pell, BOGG, etc)	**2%**	Medical / Medicaid	**7%**	Tutoring
1%	CalWORKs	**1%**	Food Stamps	**1%**	MESA	**1%**	Other Economic Public Assistance
3%	DSPS	**<1%**	Foster Care	**<1%**	New Horizons		
1%	ESL - English as a Second Language	**<1%**	GA - General Assistance	**1%**	SSI –Sup Sec Inc		
3%	EOPS	**<1%**	HUD Section 8 Housing Assistance	**<1%**	TANF – Temp Asst for Needy Families		

Base the answers to questions 4-8 on your own tax-related dependent status as described below:

If your parents claimed you as a dependent for income tax purposes → Then base your answers on your parents' household income

If you and no one other than yourself claimed you as a dependent for tax purposes → Then base your answers on your own household income

4. Have you previously cared for your home and family without pay and are now supporting yourself? Yes **19%** **81%** No

5. Are you a single pregnant woman? Yes **1%** **99%** No

6. Your total household income last year was:

10%	Less than $9,039	**5%**	$14,129 to $18,104	**4%**	$24,196 to $27,517
5%	$9,040 to $11,569	**4%**	$18,105 to $21,405	**4%**	$27,518 to $30,627
4%	$11,570 to $14,128	**4%**	$21,406 to $24,195	**5%**	$30,628 to $36,286
				54%	$36,287 and above

7. How many individuals are in your household?

1	2	3	4	5	6	7	8	9 +
10%	16%	22%	28%	15%	5%	2%	1%	<1%

8. How many in the household are under 18 years of age?

1	2	3	4	5	6	7	8	9 +
55%	29%	11%	3%	1%	<1%	<1%	<1%	<1%

9. When do you prefer to attend classes? (Mark all that apply.)

7%	Early morning (Before 8 am)	50%	Mornings (8 AM – Noon)	30%	Afternoons (Noon – 5 PM)	45%	Evenings (After 5 PM)
10%	Weekends	11%	Accelerated/Short Term	21%	Online		

10. Please indicate your major program of study. (Mark only one.)

5%	Admin of Justice	8%	Child Development	1%	Graphic Design	1%	Multimedia
<1%	Admin Asst Sec	1%	Comp Electronics	1%	Hotel-Restaurant Mgt	7%	Nursing
2%	Animation	3%	Computer Info Tech	3%	Interior Design	2%	Photography
1%	Architecture	3%	Comp Networking	1%	Journalism	<1%	Quality Technology
1%	Athletic Training	3%	Computer Science	1%	Library Media Tech	3%	Real Estate
1%	Biotechnology	<1%	Drafting Tech	1%	Manufacturing Tech	4%	RTVF
2%	Bookkeeping / Acct	1%	EMT	1%	Marketing & Sales	1%	Water Systems Tech
10%	Business Mgt	5%	Fire Science	1%	Medical Assistant	3%	Welding
						23%	Other (See Appendix C)

11. Please indicate how satisfied you are with services provided in each of the following areas?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Course Offerings	3%	8%	19%	50%	19%
Student Support & Assistance	3%	4%	34%	42%	17%
Class Availability	6%	17%	28%	37%	12%
Instructional Equipment	2%	4%	27%	48%	19%
Facilities	2%	3%	22%	52%	21%
Other (See Appendix C)	25%	11%	17%	20%	27%

Appendix B: Response Frequencies – Summary of Counts and Percentages

Question 11. Please indicate how satisfied you are with services provided in each of the following areas.

Table 1. Respondents' Satisfaction with Course Offerings by Department

Course Offerings						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Administration of Justice						
Counts	2	12	29	84	45	172
%	1	7	17	49	26	100
Animation						
Counts	3	4	11	35	15	68
%	4	6	16	51	22	100
Art						
Counts	0	2	1	6	0	9
%	0	22	11	67	0	100
Biological Sciences						
Counts	0	0	0	10	3	13
%	0	0	0	77	23	100
Business						
Counts	14	36	66	160	55	331
%	4	11	20	48	17	100
Cinema						
Counts	6	15	36	57	26	140
%	4	11	26	41	19	100
Computer Info Tech						
Counts	12	29	65	148	60	314
%	4	9	21	47	19	100
Computer Electronics						
Counts	4	4	21	27	2	58
%	7	7	36	47	3	100
Computer Networking						
Counts	2	4	24	64	20	114
%	2	4	21	56	18	100
Computer Science						
Counts	2	11	21	39	12	85
%	2	13	25	46	14	100
DAT						
Counts	6	13	23	64	27	133
%	5	10	17	48	20	100
Early Childhood Educ						
Counts	10	12	41	134	46	243
%	4	5	17	55	19	100

Table 1. Respondents' Satisfaction with Course Offerings by Department, continued

Course Offerings						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
English						
Counts	3	1	2	13	5	24
%	13	4	8	54	21	100
Engineering						
Counts	1	6	9	14	1	31
%	3	19	29	45	3	100
Fire Technology						
Counts	6	12	26	98	39	181
%	3	7	14	54	22	100
Health Sciences						
Counts	3	10	29	64	26	132
%	2	8	22	48	20	100
Hotel Restaurant Mgmt						
Counts	2	2	7	26	10	47
%	4	4	15	55	21	100
Interior Design						
Counts	4	5	11	39	22	81
%	5	6	14	48	27	100
Journalism						
Counts	2	10	23	27	8	70
%	3	14	33	39	11	100
Library Media Tech						
Counts	0	0	1	14	8	23
%	0	0	4	61	35	100
Manufacturing						
Counts	2	4	8	18	14	46
%	4	9	17	39	30	100
Music						
Counts	0	2	4	8	0	14
%	0	14	29	57	0	100
Nursing						
Counts	8	2	13	56	35	114
%	7	2	11	49	31	100
Photo						
Counts	5	12	35	87	23	162
%	3	7	22	54	14	100
Physical Education						
Counts	0	2	3	17	5	27
%	0	7	11	63	19	100
Real Estate						
Counts	0	5	8	31	13	57
%	0	9	14	54	23	100
Radio/Television/Film						
Counts	6	15	35	48	20	124
%	5	12	28	39	16	100

Table 1. Respondents' Satisfaction with Course Offerings by Department, continued

	Course Offerings					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Sign Language						
Counts	5	17	30	126	36	214
%	2	8	14	59	17	100
Water Systems						
Counts	1	4	6	21	5	37
%	3	11	16	57	14	100
Welding						
Counts	0	2	16	56	32	106
%	0	2	15	53	30	100

Table 2. Respondents' Satisfaction with Student Support & Assistance by Department

	Student Support & Assistance					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Administration of Justice						
Counts	2	6	60	73	30	171
%	1	4	35	43	18	100
Animation						
Counts	1	4	21	32	10	68
%	1	6	31	47	15	100
Art						
Counts	0	0	4	4	1	9
%	0	0	44	44	11	100
Biological Sciences						
Counts	0	0	3	6	4	13
%	0	0	23	46	31	100
Business						
Counts	12	14	129	128	46	329
%	4	4	39	39	14	100
Cinema						
Counts	5	6	52	56	21	140
%	4	4	37	40	15	100
Computer Info Tech						
Counts	11	14	100	121	59	305
%	4	5	33	40	19	100
Computer Electronics						
Counts	4	3	24	25	1	57
%	7	5	42	44	2	100
Computer Networking						
Counts	1	4	37	51	19	112
%	1	4	33	46	17	100
Computer Science						
Counts	2	3	32	31	16	84
%	2	4	38	37	19	100

Table 2. Respondents' Satisfaction with Student Support & Assistance by Department, continued

Student Support & Assistance						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
DAT						
Counts	2	4	50	50	22	128
%	2	3	39	39	17	100
Early Childhood Educ						
Counts	7	8	79	106	44	244
%	3	3	32	43	18	100
English						
Counts	0	0	8	7	9	24
%	0	0	33	29	38	100
Engineering						
Counts	0	0	10	15	5	30
%	0	0	33	50	17	100
Fire Technology						
Counts	4	9	68	75	24	180
%	2	5	38	42	13	100
Health Sciences						
Counts	2	5	43	58	24	132
%	2	4	33	44	18	100
Hotel Restaurant Mgmt						
Counts	2	2	14	16	13	47
%	4	4	30	34	28	100
Interior Design						
Counts	3	3	26	31	17	80
%	4	4	33	39	21	100
Journalism						
Counts	0	6	24	28	12	70
%	0	9	34	40	17	100
Library Media Tech						
Counts	0	0	3	12	7	22
%	0	0	14	55	32	100
Manufacturing						
Counts	0	2	20	18	5	45
%	0	4	44	40	11	100
Music						
Counts	0	0	8	4	1	13
%	0	0	62	31	8	100
Nursing						
Counts	8	4	25	52	24	113
%	7	4	22	46	21	100

Table 2. Respondents' Satisfaction with Student Support & Assistance by Department, continued

Student Support & Assistance						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Photo						
Counts	3	7	53	68	29	160
%	2	4	33	43	18	100
Physical Education						
Counts	0	1	5	16	5	27
%	0	4	19	59	19	100
Real Estate						
Counts	1	2	14	30	8	55
%	2	4	25	55	15	100
Radio/Television/Film						
Counts	5	7	47	48	16	123
%	4	6	38	39	13	100
Sign Language						
Counts	7	10	65	94	34	210
%	3	5	31	45	16	100
Water Systems						
Counts	1	1	11	22	3	38
%	3	3	29	58	8	100
Welding						
Counts	0	1	30	43	30	104
%	0	1	29	41	29	100

Table 3. Respondents' Satisfaction with Class Availability by Department

Class Availability						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Administration of Justice						
Counts	10	21	47	66	28	172
%	6	12	27	38	16	100
Animation						
Counts	5	13	22	22	5	67
%	7	19	33	33	7	100
Art						
Counts	0	2	3	4	0	9
%	0	22	33	44	0	100
Biological Sciences						
Counts	0	3	4	6	0	13
%	0	23	31	46	0	100
Business						
Counts	23	76	103	102	27	331
%	7	23	31	31	8	100

Table 3. Respondents' Satisfaction with Class Availability by Department, continued

	Class Availability					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Cinema						
Counts	13	34	41	37	14	139
%	9	24	29	27	10	100
Computer Info Tech						
Counts	21	55	80	115	42	313
%	7	18	26	37	13	100
Computer Electronics						
Counts	6	15	11	22	3	57
%	11	26	19	39	5	100
Computer Networking						
Counts	3	10	31	54	16	114
%	3	9	27	47	14	100
Computer Science						
Counts	2	24	29	25	5	85
%	2	28	34	29	6	100
DAT						
Counts	8	23	35	44	21	131
%	6	18	27	34	16	100
Early Childhood Educ						
Counts	15	39	60	95	33	242
%	6	16	25	39	14	100
English						
Counts	2	4	4	8	6	24
%	8	17		33	25	100
Engineering						
Counts	1	6	13	11	0	31
%	3	19	42	35	0	100
Fire Technology						
Counts	11	31	53	66	19	180
%	6	17	29	37	11	100
Health Sciences						
Counts	6	26	42	45	13	132
%	5	20	32	34	10	100
Hotel Restaurant Mgmt						
Counts	2	8	9	16	12	47
%	4	17	19	34	26	100
Interior Design						
Counts	4	11	26	27	13	81
%	5	14	32	33	16	100
Journalism						
Counts	5	19	25	18	3	70
%	7	27	36	26	4	100
Library Media Tech						
Counts	0	1	3	16	3	23
%	0	4	13	70	13	100

Table 3. Respondents' Satisfaction with Class Availability by Department, continued

Class Availability						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Manufacturing						
Counts	3	10	13	13	8	47
%	6	21	28	28	17	100
Music						
Counts	1	3	5	4	0	13
%	8	23	38	31	0	100
Nursing						
Counts	7	10	25	45	25	112
%	6	9	22	40	22	100
Photo						
Counts	7	32	52	55	17	163
%	4	20	32	34	10	100
Physical Education						
Counts	1	5	8	11	2	27
%	4	19	30	41	7	100
Real Estate						
Counts	1	7	8	29	12	57
%	2	12	14	51	21	100
Radio/Television/Film						
Counts	14	24	36	37	12	123
%	11	20	29	30	10	100
Sign Language						
Counts	12	34	54	94	20	214
%	6	16	25	44	9	100
Water Systems						
Counts	2	5	3	25	5	40
%	5	13	8	63	13	100
Welding						
Counts	1	5	31	45	24	106
%	1	5	29	42	23	100

Table 4. Respondents' Satisfaction with Instructional Equipment by Department

Instructional Equipment						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Administration of Justice						
Counts	3	7	52	76	34	172
%	2	4	30	44	20	100
Animation						
Counts	1	5	17	32	13	68
%	1	7	25	47	19	100
Art						
Counts	0	1	3	5	0	9
%	0	11	33	56	0	100

Table 4. Respondents' Satisfaction with Instructional Equipment by Department, continued

	Instructional Equipment					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Biological Sciences						
Counts	0	0	1	5	7	13
%	0	0	8	38	54	100
Business						
Counts	11	12	121	138	44	326
%	3	4	37	42	13	100
Cinema						
Counts	5	5	43	60	26	139
%	4	4	31	43	19	100
Computer Info Tech						
Counts	13	12	72	151	63	311
%	4	4	23	49	20	100
Computer Electronics						
Counts	3	3	16	31	4	57
%	5	5	28	54	7	100
Computer Networking						
Counts	0	8	20	67	19	114
%	0	7	18	59	17	100
Computer Science						
Counts	0	7	20	46	12	85
%	0	8	24	54	14	100
DAT						
Counts	1	5	23	65	36	130
%	1	4	18	50	28	100
Early Childhood Educ						
Counts	6	2	72	119	39	238
%	3	1	30	50	16	100
English						
Counts	0	0	7	10	7	24
%	0	0	29	42	29	100
Engineering						
Counts	1	4	7	16	2	30
%	3	13	23	53	7	100
Fire Technology						
Counts	5	9	53	90	22	179
%	3	5	30	50	12	100
Health Sciences						
Counts	1	5	41	66	18	131
%	1	4	31	50	14	100
Hotel Restaurant Mgmt						
Counts	1	2	10	22	12	47
%	2	4	21	47	26	100
Interior Design						
Counts	2	2	18	37	22	81
%	2	2	22	46	27	100

Table 4. Respondents' Satisfaction with Instructional Equipment by Department, continued

	Instructional Equipment					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Journalism						
Counts	1	8	23	33	6	71
%	1	11	32	46	8	100
Library Media Tech						
Counts	0	0	3	12	8	23
%	0	0	13	52	35	100
Manufacturing						
Counts	0	1	10	19	17	47
%	0	2	21	40	36	100
Music						
Counts	0	1	7	5	0	13
%	0	8	54	38	0	100
Nursing						
Counts	7	9	11	55	30	112
%	6	8	10	49	27	100
Photo						
Counts	5	8	39	83	27	162
%	3	5	24	51	17	100
Physical Education						
Counts	1	1	8	12	4	26
%	4	4	31	46	15	100
Real Estate						
Counts	0	0	24	21	11	56
%	0	0	43	38	20	100
Radio/Television/Film						
Counts	6	7	34	53	24	124
%	5	6	27	43	19	100
Sign Language						
Counts	6	4	61	111	30	212
%	3	2	29	52	14	100
Water Systems						
Counts	0	0	7	25	8	40
%	0	0	18	63	20	100
Welding						
Counts	1	1	15	43	46	106
%	1	1	14	41	43	100

Table 5. Respondents' Satisfaction with Facilities by Department

	Facilities					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Administration of Justice						
Counts	1	7	38	86	39	171
%	1	4	22	50	23	100
Animation						
Counts	1	2	15	38	12	68
%	1	3	22	56	18	100
Art						
Counts	0	0	4	5	0	9
%	0	0	44	56	0	100
Biological Sciences						
Counts	0	0	2	5	6	13
%	0	0	15	38	46	100
Business						
Counts	12	10	94	160	54	330
%	4	3	28	48	16	100
Cinema						
Counts	2	2	33	77	25	139
%	1	1	24	55	18	100
Computer Info Tech						
Counts	15	9	59	156	70	309
%	5	3	19	50	23	100
Computer Electronics						
Counts	4	4	16	28	5	57
%	7	7	28	49	9	100
Computer Networking						
Counts	0	8	15	68	23	114
%	0	7	13	60	20	100
Computer Science						
Counts	1	3	25	47	9	85
%	1	4	29	55	11	100
DAT						
Counts	2	4	27	66	33	132
%	2	3	20	50	25	100
Early Childhood Educ						
Counts	7	2	47	126	57	239
%	3	1	20	53	24	100
English						
Counts	0	0	6	9	9	24
%	0	0	25	38	38	100
Engineering						
Counts	1	3	7	16	4	31
%	3	10	23	52	13	100
Fire Technology						
Counts	2	7	35	104	33	181
%	1	4	19	57	18	100

Table 5. Respondents' Satisfaction with Facilities by Department, continued

	Facilities					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Health Sciences						
Counts	2	2	26	79	23	132
%	2	2	20	60	17	100
Hotel Restaurant Mgmt						
Counts	1	1	6	31	8	47
%	2	2	13	66	17	100
Interior Design						
Counts	2	2	12	41	24	81
%	2	2	15	51	30	100
Journalism						
Counts	0	8	19	38	6	71
%	0	11	27	54	8	100
Library Media Tech						
Counts	0	0	1	10	12	23
%	0	0	4	43	52	100
Manufacturing						
Counts	0	0	8	25	14	47
%	0	0	17	53	30	100
Music						
Counts	0	1	4	7	1	13
%	0	8	31	54	8	100
Nursing						
Counts	6	4	13	57	31	111
%	5	4	12	51	28	100
Photo						
Counts	5	5	26	91	36	163
%	3	3	16	56	22	100
Physical Education						
Counts	1	2	6	12	6	27
%	4	7	22	44	22	100
Real Estate						
Counts	0	1	11	32	12	56
%	0	2	20	57	21	100
Radio/Television/Film						
Counts	3	3	43	52	22	123
%	2	2	35	42	18	100
Sign Language						
Counts	5	1	58	114	35	213
%	2	0	27	54	16	100
Water Systems						
Counts	0	0	7	23	10	40
%	0	0	18	58	25	100
Welding						
Counts	0	2	11	47	46	106
%	0	2	10	44	43	100

Appendix C: Text of Open-ended Questions

Open-ended Question 10 (other):

Please indicate your major program of study.

Survey #	Response
2747	AA English/Writing
5013	Accounting
5033	Accounting
5756	Accounting
5763	Accounting
6342	Accounting certificate
3545	Acct
4627	Acctg
2069	Aerospace
2741	Aerospace
6404	Already got BS-here for training
2403	Already have degree
2936	Animal care
2978	Animal care
3989	Animal Science
6711	Animation
5000	Art-Animation-Graphic Design
3200	art
2993	Art
4417	Art
870	Art
745	Art
5600	Art
3609	Art
3606	Art
4028	Art
3237	Art
835	Art
4821	Art
149	Art
1777	Art
2848	Art
5825	Art /Music
4416	Art Design
3193	ASL
3195	ASL
3166	ASL
2922	ASL
3854	ASL
2980	ASL
3557	ASL

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
2947	ASL
2954	ASL
2955	ASL
2956	ASL
3149	ASL
1397	Assistant Occupational Therapy
2797	Audio prod
2857	Aviation
1518	Bible college - seminary
7013	Biological & Physical Sciences
6999	Biological Sci
4151	Biological Science
5634	biology
2844	Biology
6991	Biology
1992	Biosci
4618	Bus Adm
4129	Bus Admin
2332	Bus Econ
5029	Bus Economics
2287	Bus Economics
1934	Bus.
7034	Business
4071	Business administration
1063	Business in general
2759	Business Marketing
5840	Chemistry
3914	Chemistry
4359	Child Psych
6159	Chiropractor
2050	Cinematography
3176	CLAD
5436	CNC Operator
5970	Communication
1949	Communication
2791	Communication
3993	Communication
1966	Communication studies
1912	Communications
6807	Communications
6840	Communications
3332	Communications
1092	Communications

BEST COPY AVAILABLE

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
6488	Communications
5935	Communications
3050	Communications
3583	Communications
2948	Communications
6364	Communications
1448	Communications
6308	Communications
4037	Communications
1503	Communications
5502	Computer Animation
4745	computer classes for employment
2778	Computer engineering
2774	Computer engineering
5990	Computer technology
3770	Construction
4280	Dance
1401	Dance Music
6056	Deaf studies
2941	Deaf studies
2952	Deaf studies
1339	Deaf studies
3590	Deaf Studies
3555	Deaf Studies
3144	Deaf Studies
3978	Deaf Studies
6343	Dental Hygiene
4273	Dental Hygienist
3920	Dentist
3587	Dietetics
2785	Digital Media
3994	Doctor - MD
439	Don't know
2798	Don't know
1993	Econ
2081	Econ
5944	Economics
2066	Education
6040	Education
3585	Education
4387	Education
6225	Education
6218	Education
2639	Electrical Engineering
1580	Electronic engineering

BEST COPY AVAILABLE

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
5082	Elementary Education
4881	Elementary Education
1853	Eng.
3413	Engineer
2012	Engineering
2046	Engineering
2043	Engineering
4622	Engineering
2508	Engineering
2645	Engineering
2708	Engineering
2700	Engineering
5113	Engineering
4389	Engineering
2728	Engineering
5115	Engineering
2761	Engineering
2754	Engineering
2483	Engineering
3700	Engineering
1584	Engineering
1579	Engineering
1582	Engineering
1554	Engineering
1556	Engineering
1555	Engineering
1557	Engineering
1558	Engineering
1560	Engineering
1562	Engineering
1563	Engineering
1570	Engineering
1569	Engineering
1576	Engineering
1568	Engineering
1577	Engineering
1946	Engineering
527	Engineering
6114	Engineering
6913	Engineering
6914	Engineering
1329	Engineering
3401	Engineering
3403	Engineering
1564	Engineering

BEST COPY AVAILABLE

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
4638	English
4169	English
2860	English
5075	English
5091	English
3165	English
2927	English
3450	English
3541	English
2946	English
2939	English
35	English
1893	English
1973	English
1954	English
1961	English
7126	English
844	English creative
1567	Engr
3402	Engr
1564	Engr.
1251	Enviro studies
6096	Environmental Design
6485	Exercise science
3112	Exercise science
7161	Film
3586	Film/Television
6808	Finance
5016	Finance
3863	Finance
859	Fine art
2805	Fine art
5593	Football & Baseball
2986	Foreign Language
2486	Forensic science
1059	Forensic science
2058	Forensics
267	Forensics
1499	Fun
5819	G-eds
1922	GE
1328	GE
4032	Gen Arts / Sci
6517	Gen Ed
6047	Gen Ed

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
6222	Gen Ed
1424	Gen Ed
4514	Gen Ed CSU
6045	Gen ed K-8 Liberal Arts
3178	General
4877	General
4302	General Business
7159	General Ed - AA
2856	General ed
1923	General Ed
1929	General Ed
3661	General Ed
6217	General Ed
4878	General Ed
4817	General Ed
2801	General Ed
2953	General Education
1104	General Sciences
3444	General Studies
3598	General Studies
6514	Geology
2943	Have MBA
3979	Health
1636	Health Edu
3986	Health Field
1927	Health Science
2513	high school
2975	High School credit
3559	High school credits
3174	history
2049	History
5852	History
4998	History
3626	History
3175	History
6052	History
2942	History
2707	History
4383	History
7077	History
1892	History
496	History
2073	History Poli sci
1962	History/Education
3595	Home Economics

BEST COPY AVAILABLE

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
6142	Housewife
2963	HS Student
6841	Human resources
2911	Humanities
3198	I'm still in high school
3214	I go to Cal Arts
2395	Illustration
5410	Improvement
1782	Industrial design
4358	International business
4373	International business
1936	International Law
2048	International Relations
5439	Japanese
5366	Kinesiology - PE
5368	Kinesiology
3916	Kinesiology
1337	Kinesiology/PE
751	law
2045	Law
5964	Lawyer
4320	Lib studies
2094	Liberal arts - TEACH program
2061	Liberal arts
6486	Liberal arts
2909	Liberal arts
3546	Liberal arts
4354	Liberal arts
6229	Liberal arts
7125	Liberal arts
1926	Liberal Arts
1066	Liberal Arts
2514	Liberal arts Education
2887	Liberal arts then transfer
4973	Liberal studies - sign language
3270	Liberal studies
5077	Liberal studies
5074	Liberal studies
2910	Liberal studies
2938	Liberal studies
6034	Liberal studies
6044	Liberal studies
2976	Liberal studies
2967	Liberal studies
3543	Liberal studies

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
3556	Liberal studies
2945	Liberal studies
4694	Liberal studies
4695	Liberal studies
4697	Liberal studies
4325	Liberal studies
4317	Liberal studies
4385	Liberal studies
4341	Liberal studies
6214	Liberal studies
6227	Liberal studies
6224	Liberal studies
4882	Liberal studies
5656	Liberal studies
1958	Liberal studies
4160	Liberal Studies
6035	Liberal Studies
3581	Liberal Studies
2958	Liberal Studies
3143	Liberal Studies
6375	Liberal Studies
5676	Liberal Studies
5682	Liberal Studies
6221	Liberal Studies
6226	Liberal Studies
5702	Liberal Studies
1464	Liberal Studies
6605	Liberal Studies
375	Liberal Studies
2816	Liberal Studies
6567	Liberal Studies
6570	Liberal Studies
4401	Liberal studies
6057	Liberal studies
6053	Liberal studies transfer to CSUB
1957	Liberal studies/Teaching
6046	Liberal study
3630	Literature
6145	Massage Therapist
1930	Math
3855	Math
4116	Math / undecided
2633	Mathematics
2725	Mathematics
2758	Mathematics

BEST COPY AVAILABLE

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
5122	Mechanical
2734	Mechanical Engineering
1874	Medical Administration
2649	MIS
1656	music
3213	Music
5383	Music
896	Music
7156	Music
4991	Music
5079	Music
1837	Music
3079	Music
4516	Music
4519	Music
4527	Music
2796	Music
2787	Music
2786	Music
2793	Music
2800	Music
2802	Music
2750	Music
2780	Music
2807	Music
2813	Music
1496	Music
4525	Music business
2806	Music major
2814	Musical Engineer
3196	NA
3197	NA
1950	NA
2417	No major
2905	No major program
5537	None - hobby
2054	none
5352	none
4036	none
4296	None
3057	None
3058	None
2904	None
4342	None
1238	None

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
4248	None
6938	None
6939	None
6941	None
693	None
4528	None
1960	None
6110	None
2115	None
1497	None
6805	Not dec
4615	Not decided
2861	Not known
4406	Not sure
7138	Not sure
7133	Not sure
6038	Not sure yet
4003	Nutrition
3985	Occupational Therapy
4332	Offic Exp
4205	Own knowledge
2803	Personal
1620	Personal Development
5078	Personal enrichment
3441	Personal enrichment
4001	Pharmacy
1219	Philosophy
1083	Photojournalism
2007	Phys Therapy
5379	Physical Education
6492	Physical Education
3076	Physical therapy
3981	Physical Therapy
3127	Physician's Assistant
7217	Poli Sci
4165	Poli Sci
4099	Poli Sci
7108	Political science
3205	Political Science
4617	Political Science
5856	Political Science
4143	Political Science
3438	Political Science
595	Political Science
660	Political Science

BEST COPY AVAILABLE

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
1055	Political Science
4518	Poly sci
4994	Pre-med
2995	Psy
4600	Psych
3331	Psych
6292	Psych
2455	Psych
1899	Psych/theater
1920	Psychology
1916	Psychology
1918	Psychology
6809	Psychology
5835	Psychology
6407	Psychology
5601	Psychology
5937	Psychology
5942	Psychology
6516	Psychology
5991	Psychology
4147	Psychology
1253	Psychology
1253a	Psychology
3608	Psychology
5067	Psychology
5087	Psychology
3171	Psychology
6048	Psychology
6058	Psychology
3554	Psychology
2944	Psychology
2630	Psychology
3120	Psychology
4361	Psychology
4270	Psychology
6230	Psychology
6942	Psychology
291	Psychology
296	Psychology
234	Psychology
3075	Psychology
273	Psychology
3561	Psychology
863	Psychology
6337	Quick Book

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
1977	Radiology Tech
2888	Radiology technician
4203	Real Estate
1939	Science
2971	Science
1913	Sciences
3185	Seminary
3150	Sign
6043	Sign ASL
6042	Sign language
2972	Sign language
2981	Sign language
6650	Sign language
6483	Soc Sci
4249	Soc Sci
3272	Social science
6495	Social Science
3168	Social Science
4703	Social Science
624	Social Science
3764	Social Science
5820	Social sciences
3433	Social sciences
3960	Social sciences
5606	Social sciences
332	Social Sciences
6304A	Social Sciences
4166	Social Work
6301	Social Worker
2080	Sociology
883	Sociology
6414	Sociology
7214	Sociology
5928	Sociology
3055	Sociology
7002	Sociology
6060	Sociology
1661	Sociology
66	Sociology
106	Sociology
616	Sociology
1968	Sociology
1955	Sociology
1967	Sociology
1969	Sociology

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
3853	Sociology
5637	Sociology
5024	Still in HS
3074	Taking classes for interest
1440	Teachers
5878	Teaching
3179	Teaching
2934	Teaching
3593	Teaching
3159	Teaching
4688	Teaching
3988	Teaching
6215	Teaching credential
1046	Teaching credential
6602	Teaching Credential
1924	Theater
754	Theater
7213	Theater
3065	Theatre
5070	Theatre
5003	Transfer
7117	Transfer w honors to UCLA
3618	Undecided
5629	undecided
7004	undecided
4524	undecided
6934	Undecided
5378	Undecided
2000	Undecided
2014	Undecided
2022	Undecided
1921	Undecided
2040	Undecided
4653	Undecided
4616	Undecided
4607	Undecided
4625	Undecided
5966	Undecided
5974	Undecided
5967	Undecided
5883	Undecided
752	Undecided
6408	Undecided
6415	Undecided
5632	Undecided

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
5636	Undecided
6513	Undecided
4175	Undecided
4951	Undecided
4154	Undecided
4149	Undecided
2864	Undecided
2866	Undecided
1252	Undecided
3662	Undecided
4997	Undecided
7010	Undecided
5084	Undecided
3183	Undecided
3596	Undecided
2641	Undecided
2875	Undecided
220	Undecided
4313	Undecided
3896	Undecided
1906	Undecided
6265	Undecided
6259	Undecided
6205	Undecided
5707	Undecided
2749	Undecided
316	Undecided
7135	Undecided
2475	Undecided
2474	Undecided
2484	Undecided
702	Undecided
622	Undecided
4517	Undecided
780	Undecided
1632	Undecided
3995	Undecided
1289	Undecided
1298	Undecided
1300	Undecided
1318	Undecided
6709	Undecided
2696	Undeclared
441	undeclared
2029	Undeclared

Open-ended Question 10 (other), continued:

Please indicate your major program of study.

Survey #	Response
1933	Undeclared
2039	Undeclared
2067	Undeclared
5846	Undeclared
5853	Undeclared
5884	Undeclared
4176	Undeclared
3049	Undeclared
5001	Undeclared
228	Undeclared
3093	Undeclared
3094	Undeclared
4078	Undeclared
1978	Undecided
7210	Undetermined
4995	Undetermined
4704	unknown
4181	Unknown
2015	Unknown
6386	Unsure
7130	Unsure
2465	Unsure
3860	Various computer courses
2982	Vet
2930	Veterinarian tech
5722	Water related
2992	Web Design
5541	Web page design
3922	Web Page Design
501	Weld/Computers
5088	Womens studies
5595	Writing
4066	Zoology
5081	Zoology
2898	Zoology
1340	Zoology

Open-ended Question 11 (other):

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Satisfaction Rating	Open-Ended Comments
2671	Very Satisfied	Access site
1275	Very Dissatisfied	Accommodation for heavy-set people
3399	Very Dissatisfied	Add engineering to above list
3400	Very Dissatisfied	Add engineering to list above
3401	Very Dissatisfied	Add engineering to majors list
2469	Very Dissatisfied	Adding classes after add date.
7063	Very Dissatisfied	Admin Office Customer Service - students are customers-
1750	Very Satisfied	Administration
3978	Very Dissatisfied	Administrative Offices
4951	Very Dissatisfied	Admission representatives
4975	Very Dissatisfied	Admissions & Records & counseling personnel
115	Very Satisfied	All interior design instructors
3853	Missing	All my teachers have been very supportive. DSPS -wonderful and very supportive and understanding. EOPS -the staff has been good too.
5071	Very Satisfied	[Instructor's Name]
2059	Very Dissatisfied	Art Classes at night
5106	Very Satisfied	Bathrooms
6088	Satisfied	Bathrooms
1314	Satisfied	Bathrooms
3516	Very Satisfied	Bond between teachers/students
1865	Very Dissatisfied	Book - too high prices
1089	Very Dissatisfied	Book cost
5123	Satisfied	Book cost
2893	Neutral	Book Cost
3315	Very Dissatisfied	Book prices
1720	Very Dissatisfied	Book prices
1722	Very Dissatisfied	Book prices
2342	Very Dissatisfied	Book prices
2455	Very Dissatisfied	Book prices
3802	Very Dissatisfied	Book Store-Book availability
3801	Very Dissatisfied	Book store-books not available in a timely manner
1857	Satisfied	Books never ordered in MA course. Very stressful.
5082	Dissatisfied	Bookstore - amount received by buy-backs
7226	Very Dissatisfied	Bookstore hours --i.e. movie filming!--lines & wait time
2080	Very Dissatisfied	Bookstore hours
1067	Very Dissatisfied	Budget
4510	Very Dissatisfied	Budget cuts affecting important programs
150	Dissatisfied	Cafeteria
6406	Very Satisfied	Campus
4068	Very Dissatisfied	Campus cleanliness
5878	Very Dissatisfied	Campus Escort
5466	Very Dissatisfied	Class cuts due to low enrollment
1617	Dissatisfied	Class of beginners

BEST COPY AVAILABLE

Open-ended Question 11 (other), continued:

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Satisfaction Rating	Open-Ended Comments
1055	Very Dissatisfied	Class overload
2702	Dissatisfied	Class size
1234	Very Satisfied	Class size
4820	Dissatisfied	Class sizes - overcrowding
4132	Very Dissatisfied	Class times
7158	Dissatisfied	Class times
5002	Dissatisfied	Class times
5763	Dissatisfied	Class times
1837	Very Dissatisfied	Classes/funding for music and fine arts departments
3451	Very Dissatisfied	Classrooms-Turn down the AC in the village buildings
2906	Missing	CNA test needs to be made available for RN students. Phlebotomy class canceled twice--2 semesters in a row. 2 yrs on waitlist for the RN program.
6606	Very Satisfied	COC
3896	Missing	Common areas very dirty
835	Very Dissatisfied	Community Connection
5483	Very Dissatisfied	Computer lab not available when I need it--so I'm paying for something that I cannot use!
2453	Very Dissatisfied	Cost increase despite how much I pay in taxes
3262	Very Dissatisfied	Cost of books
1436	Very Dissatisfied	Cost of books
1952	Very Dissatisfied	Cost of books
4914	Very Satisfied	Cost of program
5714	Very Dissatisfied	Counseling
4119	Very Dissatisfied	Counselors
261	Very Dissatisfied	Cut classes this semester
2844	Dissatisfied	Degree majors
3764	Neutral	Disabled Assistance
694	Missing	[Instructor's Name] is an outstanding teacher.
6093	Very Dissatisfied	Dropped classes of low enrollments cause of fixed standards by administration.
6159	Satisfied	ECE Program
7073	Missing	Electronics class not available
6077	Very Dissatisfied	Enrollment policies based on small enrolled students in one class
4207	Very Dissatisfied	Evening classes offered @ Access too limited
2327	Dissatisfied	Evening Course for classes
4974	Satisfied	Faculty
3205	Satisfied	Faculty & Staff
93	Very Dissatisfied	Fees
2941	Very Dissatisfied	Financial aid
1874	Very Satisfied	Financial Support
2325	Dissatisfied	Fire Tech availability
5377	Very Dissatisfied	Food - expensive
5497	Very Dissatisfied	Food
5084	Dissatisfied	Forensic funding
5593	Very Satisfied	Girls

Open-ended Question 11 (other), continued:

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Satisfaction Rating	Open-Ended Comments
6556	Very Satisfied	Girls
1138	Very Satisfied	Great teacher
4688	Very Dissatisfied	Gym locker rooms & showers are extremely dirty.
3640	Missing	Have a PE dance class. Thank you very much for offering classes at the CCA. It is very well appreciated.
5701	Dissatisfied	Hours & amt of course offerings in ASL
4744	Missing	I don't like the way the Excel class is taught. She barely teachesr and has us do work that she's never looked at. Took 2 weeks for us to get a computer - fell behind in class.
2070	Very Dissatisfied	I hate the east end goal posts on the football field
620	Missing	I think it is very great opportunity what I am receiving in the school. I will try my hardest to succeed.
1860	Very Dissatisfied	Info regarding the MA Cert of completion
4037	Very Dissatisfied	Information assistance
3727	Very Satisfied	Instruction
5729	Very Satisfied	Instruction
2397	Very Satisfied	Instruction
4200	Very Satisfied	Instructor
210	Very Satisfied	Instructor
4079	Very Satisfied	Instructor
7079	Satisfied	Instructor
1224	Very Satisfied	Instructor
6544	Very Satisfied	Instructor knowledge and interest in student progress
2095	Very Satisfied	Instructors - most
3791	Very Satisfied	Instructors
3800	Very Satisfied	Instructors
3421	Satisfied	Instructors
2330	Satisfied	Instructors
1115	Satisfied	Instructors
100	Very Satisfied	Instructors
4483	Very Satisfied	Instructors
1838	Satisfied	Instructors
618	Satisfied	Instructors
6778	Satisfied	Instructors
6916	Very Satisfied	Instructors
3448	Satisfied	Instructors are knowledgeable
6332	Very Satisfied	Instructors
4843	Very Satisfied	Intd Instructors
3688	Neutral	International student help
3030	Very Dissatisfied	Lab - TLC hours
3621	Satisfied	Lab
6658	Dissatisfied	Lab avail
4342	Very Dissatisfied	Lab for computers
6357	Very Dissatisfied	Lab hours
104	Very Dissatisfied	Lab hours

Open-ended Question 11 (other), continued:

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Satisfaction Rating	Open-Ended Comments
3233	Dissatisfied	Lab hours
3037	Very Dissatisfied	Lab hours
1902	Dissatisfied	Lab time
31	Dissatisfied	Lab time funding
1294	Dissatisfied	Labs should be accessible -- at all times 9am-10pm
1964	Dissatisfied	Library - not enough for viewing tapes
6204	Dissatisfied	Library - too much noise
592	Very Dissatisfied	Maintenance of facilities - landscaping
5642	Very Dissatisfied	Maintenance of photo lab
2081	Very Dissatisfied	Many classes listed in catalog are often not available in present semester or offered at odd times.
3587	Missing	Many classrooms are very cold
7107	Very Dissatisfied	Math class times & RTVF Budget
270	Very Satisfied	[Instructor's Name]
3430	Missing	More English and Math courses
3007	Neutral	More evening class
2787	Dissatisfied	More Musical Instruments
3960	Missing	More night classes
1906	Missing	More RTVF
2981	Missing	more sections needed
3526	Missing	More time/day options for class
1775	Very Satisfied	Most importantly Teachers!
3583	Missing	Need more class times
3610	Very Dissatisfied	Need more evening classes especially math chem & biology.
2209	Missing	Need more PM classes
3129	Missing	Need to offer FF1 cert classes
6591	Dissatisfied	Need to offer summer classes
4459	Dissatisfied	Need Saturday hours
4444	Very Dissatisfied	Need TLC hours on Saturdays
1859	Very Dissatisfied	No equipment. Hands on certification of completion . Class not offered.
4181	Neutral	No Pencil sharpeners
2338	Missing	None
1936	Very Dissatisfied	Not enough classes and teacher-to-student ratio
5724	Very Dissatisfied	Not enough water system classes offered.
4508	Very Satisfied	Nursing program
4458	Missing	Nursing program needs more funding
4512	Very Satisfied	Nursing Staff
234	Very Dissatisfied	Office staff
2637	Dissatisfied	On-campus job availability
2774	Very Dissatisfied	On campus beverages -- get Pepsi
5643	Very Dissatisfied	Only out lack of State Financial . DAVIS go HOME.
228	Very Satisfied	Overall program
2936	Very Dissatisfied	parking
3785	Dissatisfied	Parking

Open-ended Question 11 (other), continued:

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Satisfaction Rating	Open-Ended Comments
2020	Dissatisfied	Parking
1919	Dissatisfied	Parking
4653	Dissatisfied	Parking
5860	Dissatisfied	Parking
202	Very Dissatisfied	Parking
3323	Very Dissatisfied	Parking
3278	Dissatisfied	Parking
4127	Very Dissatisfied	Parking
5588	Dissatisfied	Parking
4996	Very Dissatisfied	Parking
6045	Very Dissatisfied	Parking
3158	Dissatisfied	Parking
2629	Neutral	Parking
2907	Very Dissatisfied	Parking
2349	Dissatisfied	Parking
2215	Neutral	Parking
71	Satisfied	Parking
106	Very Dissatisfied	Parking
1399	Very Dissatisfied	Parking
2670	Very Dissatisfied	Parking
2748	Very Dissatisfied	Parking
4830	Very Satisfied	Parking
2454	Very Dissatisfied	Parking
294	Dissatisfied	Parking
652	Dissatisfied	Parking
3562	Very Dissatisfied	Parking
3756	Very Dissatisfied	Parking
3717	Very Dissatisfied	Parking
3982	Dissatisfied	Parking
4032	Very Dissatisfied	Parking
4072	Very Dissatisfied	Parking
623	Very Dissatisfied	Parking & Security
2522	Missing	Parking inconvenience
4141	Very Dissatisfied	Parking Lot
927	Very Dissatisfied	Parking lots - exits and spots
3159	Dissatisfied	Parking prices
7036	Dissatisfied	Parking security
2093	Very Satisfied	Parking Security and Facilities rented during classes to film stuff!
1402	Dissatisfied	Personal Workspace
5825	Dissatisfied	Placement tests
289	Very Dissatisfied	Price of books
5770	Very Dissatisfied	Price of textbooks
6929	Very Satisfied	Professor
6246	Very Satisfied	Professors

Open-ended Question 11 (other), continued:

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Satisfaction Rating	Open-Ended Comments
1820	Very Satisfied	Professors
6226	Very Satisfied	Programs & Clubs
1389	Very Satisfied	Quality of Classes
7108	Very Satisfied	Quality of Teachers
4099	Very Satisfied	Quality of Teachers
3197	Dissatisfied	Restrooms - cleanliness
3596	Very Dissatisfied	Restrooms - Male
4063	Very Dissatisfied	Sat TLC lab cancelled
1434	Neutral	Schedules
806	Dissatisfied	Security Services
2819	Very Dissatisfied	Services w/a smile
217	Dissatisfied	Sizes of class - too crowded
1454	Very Dissatisfied	Smoking Policy
3060	Very Dissatisfied	Some lesson plans
6099	Dissatisfied	Some teachers are unreasonable
1376	Missing	Specially parking
657	Very Satisfied	Sports
1428	Very Satisfied	Staff-Instructors
5412	Very Satisfied	Staff
1254	Very Satisfied	Staff
2910	Very Satisfied	Staff
4334	Satisfied	Staff
2448	Satisfied	Staff
435	Very Satisfied	Staff
1501	Very Dissatisfied	Staff
5601	Very Dissatisfied	Student Development
4499	Missing	Student loans - dates of checks
4416	Very Dissatisfied	Student parking
7138	Very Dissatisfied	Support Assistance-It seems unless you are a whore with many children the school / State--no one will help you in any financial support. It's disgusting considering a single childless woman would be more adept to studying school and career. She wouldn't
1493	Very Satisfied	TA
3187	Very Satisfied	Teacher
5436	Very Satisfied	Teacher
4506	Very Satisfied	Teacher
114	Very Satisfied	Teacher
812	Very Satisfied	Teacher
3542	Very Satisfied	Teacher ASL 2
413	Satisfied	Teachers
1916	Very Satisfied	Teachers
5976	Satisfied	Teachers
5876	Very Satisfied	Teachers
863	Very Satisfied	Teachers

Open-ended Question 11 (other), continued:

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Satisfaction Rating	Open-Ended Comments
6484	Very Dissatisfied	Teachers
2634	Very Satisfied	Teachers
1709	Very Satisfied	Teachers
2206	Very Satisfied	Teachers
6251	Very Satisfied	Teachers
6146	Very Satisfied	Teachers
385	Very Satisfied	Teachers
402	Very Satisfied	Teachers
7145	Satisfied	Teachers
4884	Very Satisfied	Teachers
298	Very Satisfied	Teachers
630	Very Satisfied	Teachers
263	Very Satisfied	Teachers
1777	Very Satisfied	Teachers
5013	Very Dissatisfied	Teachers/faculty
1927	Very Dissatisfied	Textbook prices
6935	Satisfied	The option to finish here with a BA
6310	Dissatisfied	They need to offer class in the evenings for Child Dev. Instructor is great.
1828	Missing	Time to upgrade servers. Pentium 1 don't cut it.
1554	Very Satisfied	TLC
2939	Missing	TLC needs to be open Sat & Friday afternoon
4035	Very Dissatisfied	TLC Sat lab hours
3441	Dissatisfied	Too many classes overlap / conflict in scheduling
6353	Satisfied	Tuition
5761	Very Satisfied	Tutoring
3520	Very Dissatisfied	Used books
1584	Very Dissatisfied	Very Very Very dissatisfied with college policies for receiving VA benefits.
2887	Dissatisfied	Want to take an evening Excel course
6043	Very Dissatisfied	Way too cold. No need for AC in December!
5762	Missing	You need to offer more times for classes

U.S. Department of Education
Office of Educational Research and Improvement (OERI)
National Library of Education (NLE)
Educational Resources Information Center (ERIC)

NOTICE

Reproduction Basis

X	This document is covered by a signed "Reproduction Release (Blanket)" form (on file within the ERIC system), encompassing all or classes of documents from its source organization and, therefore, does not require a "Specific Document" Release form.
	This document is Federally-funded, or carries its own permission to reproduce, or is otherwise in the public domain and, therefore, may be reproduced by ERIC without a signed Reproduction Release form (either "Specific Document" or "Blanket").